

# Urbana Facility Maintenance Private Limited

**Minutes of the Meeting held on Tuesday, 27<sup>th</sup> November, 2018 at 5.00 pm between Apartment Owners' Representative and BNRI, Urbana Facility Maintenance, at the Board Room of Marketing Office.**

**Present:**

1. Mr. P.K. Sureka - Director
2. Ms. Debjani Mukherjee – Senior Vice President, Sales & Marketing
3. Mr. Avijit Bose – Assistant Vice President, Contract
4. Mr. Anjum Rahman – Assistant Vice President
5. Mr. M. M. Singh – Consultant
6. Ms. Arpita Dasgupta – Senior Manager, Customer Care & Hand Over
7. Mr. D. Sarcar – General Manager
8. Mr. Anjan Bardhan (Partly) – Assistant VP Finance & Accounts
9. Mr. D. Nandi (Partly) – Senior Vice President, Procurement & Govt. Liaisoning
10. Mr. Pradeep Bhatia – T1/ 2004
11. Mr. Sushil Khaitan – T2/1701
12. Mr. Uday S. Mukhopadhaya – T4/0802
13. Mr. S. Pachisia – T7/1302
14. Mr. Sushil Agarwal – T7/0204
15. Ms. Gopa Bhabani – T1/3602
16. Ms. Sanju Thakar – T5/2602

1. Permanent solution to the water quality issues and Implementation of the report submitted by M/s Ion Exchange.

BNRI explained that Ion Exchange has made a study to improve the water quality and forwarded its recommendation. It's under consideration for implementation and the work being designated is expected to be completed by end March '19.

BNRI also informed that as a process of improving the quality of water supply plan. Main 'Ringman' metal pipe are being replaced with high quality non- metallic pipe and is expected to be completed within the next 2 months.

BNRI added that it's not possible to install RO systems. This had been explained to the Owners' Representative earlier.

2. Time frame for KMC water connection

BNRI replied that KMC has already included the requirements of Urbana in their plan and necessary follow up is being done. However, with the changes in the KMC recently no time frame could be given as sanction, quantum of water etc are solely at the discretion of the Government Authority. Also, it was added by BNRI, that even if KMC water comes to Urbana, we should not depend totally on it and must have alternate source, subjected to approval from Statutory bodies.

3. Allotment of Community Halls \*for Community events\* on discounted cost basis on the recommendation of UWA President/Secretary only.

BNRI declined to accept the request for discounted cost for Community Hall Booking. BNRI reiterated that as earlier envisaged there will be 5 'Free of Cost' Community Events – Durga Puja, Diwali, Christmas, Poila Boishak & Holi which are universally celebrated ('Sarbojonin'). It was also discussed that while the monetary aspect is not the concern, the discipline should not be disturbed in times to come. The revenue goes to UFM and the Account details will be handed over to the Association in a transparent manner, when formed.

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4. Holding of Club events on a biweekly/Monthly Basis and the modalities thereof. It was agreed by UFM to have an approved budgeted 'Calendar of the Club events' and will be shared with the Owners' Representatives. These events will be celebrated jointly.
5. Improvement of Club infrastructure specially the Air-conditioning and water quality of the pool. Sports and gym facilities.

BNRI advised that 24 tonne air-conditioning capacity, will be added to the Meeting Hall and at the Restaurant (private dining area) and work will start post 22<sup>nd</sup> February, 2019. Also, the flooring of the Meeting hall will be changed to tiles. Project was also advised to arrange for a joint meeting of the Air conditioner Consultant, Owners' Representative on a convenient date, if required.

6. Refund of deposits to flat owners who have paid their Corporation tax.

Refund will be made after Mutation. Those who have 'Registered' may proceed for Mutation. For the same Residents could also take help of Consultant, Mr. Tamal Dasgupta. if required.

7. Payment of interest on Municipal Tax deposit as already agreed.

As per GTC, there is no provision of paying any interest to any customer against such deposit. BNRI informed that 'Municipal Tax Deposit' as received has been invested in a proper way and will be transparently accounted for to the Association, once it is formed.

8. Formation of OWNERS WELFARE ASSOCIATION.

BNRI advised that the registration of the owners have to be done as per the existing law. Also, as per the latest norm 'Federation' has to be formed comprising of – 1. Towers, 2. Bungalows & 3. Phase II. BNRI in their capacity, also requested all residents to 'Register' their flats. The Residents' Representative were also requested to take it up from their end.

9. Solution to Stray Dogs menace.

BNRI advised that possible actions are being taken as per the law.

10. Assurances of MOM not resulting into timely action.

It will be looked into the matter and assured for the same.

11. Allowing Gas cylinders or providing Permanent gas lines in the kitchens of community hall.

BNRI advised that due to technical reason – Commercial vs Domestic, it will not be possible.

12. Development of Area where Durga Puja was held into a permanent site for Community events and play area for kids cycling and skating. Provision of permanent power (250 amps) connection at the site.

BNRI mentioned that a RCC work is already in progress to make the area into a permanent area. Also feasibility study with costing will be done by Project for the proposed 'permanent power connection,' and it will be shared with the Residents' Representative.

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13. Security camera and gate entry system upgrade.

BNRI is already working on the same in consultation with a professional and necessary action will be taken on receipt of the report.

14. Need for Provision store in the complex for meeting daily need

BNRI advised that Coffee World would be approached with regard to supply of provisions like bread, egg, milk etc.

15. Garbage Disposal

BNRI advised that proposal for disposal of 'dry and wet' garbage is being worked upon. It was also suggested that as the 'Fit out' work is still continuing, the starting of use of 'Garbage Shoot' whether to be used or not (depending on different towers vs fitout work) to be worked upon.



Mr. Pradeep Bhatia  
Apartment Owners' Representative  
T1/2004



Durgadas Sarcar

